# ANNUAL REPORT

2011





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# A Message from Administration

Welcome to the Alachua County Health Department's 2011 Annual Report. We are pleased to provide you with a summary of our efforts aimed at promoting, protecting, maintaining and improving the health of Alachua County citizens and visitors. As many in our community toil in an economic environment that shows some signs of improving, the Alachua County Health Department continues to provide core public health services in a compassionate and sustainable way.

Our primary care program served thousands of Alachua County residents this past year providing tens of thousands of services to the underinsured and the uninsured. The impact of communicable diseases has been mitigated by our epidemiologists, disease investigation specialists and our immunizations staff. Environmental health continues to be a strength in Alachua County as do our efforts in preparing for and responding to manmade and natural disasters. Our community continues to benefit from partnerships and collaborations



amongst numerous public and private entities aimed at strengthening our public health system and improving health outcomes. Please take a moment to review a list of invaluable associates on the back of this publication.

At the Alachua County Health Department, we continue to operate on the premise that a county health department is what a community wants and needs it to be. Meeting an increase in demand for services in an environment of declining resources has required investing in resourceful strategies. Our transition to an electronic medical record is almost complete. We have cross trained staff, exploited economies of scale, adding value to services by focusing on client needs, eliminated waste and streamlined operations through process management. Through the efforts of these initiatives, the four pillars of public health in Alachua County: communicable disease, environmental health, primary care and emergency response, continue to be reliable and well utilized community assets.

We continue to improve access to healthcare by providing staff to the University of Florida's mobile health clinic, and supporting Alachua County government's southwest health clinic's development (SWAG neighborhood). Our efforts to vaccinate school children against influenza infection through the Flumist program continue to be recognized on a state and national level. As the US EPA continues to work towards a clean-up of the Cabot Carbon/ Koppers Superfund site, we diligently work with local stakeholders in providing current health recommendations and cancer inquiry results.

Addressing these issues would not have been possible without the Alachua County Health Department's greatest resource: our professional and dedicated staff that, on a daily basis, provides our community with the ten essential public health services. These are listed and described in the following pages.

On behalf of all of the employees at the Alachua County Health Department, thank you for taking the time to familiarize yourself with our quality services and accomplishments. We sincerely hope that 2012 and beyond endows you with health, hope, and happiness.

In service,

Paul D. Myers, MS

Administrator

Alachua County Health Department State of Florida Department of Health

# **Clinical Services**

The Alachua County Health Department provides multiple medical services which are being utilized daily by our residents and visitors. In 2011, the main site in Gainesville and the outlying clinic in Alachua provided over 293,000 services for more than 21,000 active clients.

Primary care services are provided through adult health and pediatric clinic. To qualify for these services, all clients must be Alachua County residents, have Medicaid, Medicare, a third payer source, or be at or below 100% of federal poverty level. All children eligible for Medicaid are accepted into the Pediatric Clinic and given three months to be enrolled in Medicaid. Clinics are provided five days a week.

Services include: physical exams, screenings, lab services, certain prescription meds, referrals to a contracted x-ray provider, vaccine, treatment of sexually transmitted diseases, and specialty referrals—adults through We Care and pediatrics through Children's Medical Services.

Family Planning services are for all females in their reproductive years seeking contraceptive services and education, information or counseling to assist in planning or preventing pregnancy. Clinics are provided five days per week. There are no county or income restrictions to participate in the services. There is a sliding scale fee for services according to a client's income.

Services include: Pregnancy tests, physical examinations, certain labs, family planning education and counseling, and birth control methods as prescribed. Birth control methods include birth control pills, Depo, Ortho Evra patches (prescription only) Nuva Ring (by prescription only), IUD insertion, spermicide and condoms.

We also provide referral for male and female sterilization and colposcopy services for females with abnormal pap smears. Also, our department is the lead agency for the determination of eligibility of family planning waiver services which provides funding for family planning services for qualifying individuals.

Pregnant clients can receive an eligibility determination for PEPW, or Presumptive Eligibility for Pregnant Women, a Medicaid program, which provides funding for qualified individuals for access to prenatal services.

The Alachua Clinic continues to strive to meet the healthcare needs of the people in the Alachua community. The clinical services offered include Adult Health, Female Health, Pediatrics, Immunizations and the treatment of communicable diseases.

In September of 2011 a new Open Access Scheduling System was implemented to restructure the appointment schedule and allow clients to be seen on the same or next day as needed. This process has successfully decreased the time clients must wait to receive an appointment, as well as the time the client waits while in the clinic. Client response has been positive, as evidenced by feedback captured in the client satisfaction survey. Another success in 2011 was the increased popularity of the Florida birth certificate service available at the Alachua clinic site. The number of birth certificates purchased increased from 385 in 2010 to 925 purchased in 2011.

HIV Clinics are held on Tuesday and Thursday afternoons, and Wednesday, morning. The clinics are staffed with local infectious disease providers and our own expert providers. Anyone who is HIV positive can participate in the clinic, and case management can be provided by the Ryan White Program.

STD Clinics are available daily. Anyone requesting screening, diagnoses, and treatment for sexually transmitted disease is seen by appointment or on a walk-in basis. Charges for services are on a sliding fee scale.

**Primary Care** 

**Family Planning** 



Alachua Clinic

**Specialty Care Clinics** 

# Clinical Services (continued)

In February of 2010, the Alachua County Health Department partnered with the University of Florida College of Medicine Equal Access Clinic and Palm Medical to equip and staff a mobile clinic (see photo right) to offer Primary Care and other health resources to underserved areas in Alachua County. Four to six days per week, the mobile clinic is parked at a designated location such as a library, apartment complex, or church parking lot. Services offered include family medical services, family planning, health screenings, counseling and testing, health education, and referral to other resources.

When first introduced, response was tentative. Over the past two years, as the route has been refined and a schedule established, attendance has grown steadily. All users express appreciation for increased access to services. Service data, client demographics and payor source data is currently being compiled and evaluated by the University of Florida.

This program was initiated by Department of Corrections in an effort to reduce the cost of antiretrovirals and provide specialty care to HIV-infected inmates. After evaluating all the options, DOC and DOH agreed to develop an STD program that would screen all male and female inmates under the age of 27. This program started in December 8, 2008, with Alachua CHD and then expanded to Jackson CHD in May 2009. DOC pays each CHD a fee for specialty services per patient.

ACHD formed teams composed of one physician, one nurse and one clerk. The first visit was to Hamilton CI on December 8, 2008. We now provide HIV specialty care and treat for STD's at Hamilton Correctional Institution (CI), Florida State Prison-West unit, Columbia CI, Union CI, and Lowell CI (female), Columbia CI, Lowell CI, Hamilton CI, Florida State Prison-West Unit and Union CI.

#### The Project Three Years Later:

At this time we provide HIV specialty services to approximately 700 prisoners in five prisons. Our staff consists of two physicians and one med tech.

#### **Outcomes:**

- improved long term outcomes and immune status through antiretroviral therapy
- identified and prevented complications associated with antiretroviral therapy
- educated DOC clinicians on management of HIV infection through educational programs developed by the Florida/Caribbean AIDS Education and Training Center.
- Treatment of sexually transmitted disease including Gonorrhea, Syphilis, herpes, hepatitis, and Chlamydia.

The Pharmacy provides pharmaceutical procurement, distribution and reporting services

- for the following programs:
   Vaccines for Children
  - Vaccines for Foreign Travel/Adult Vaccines
  - Rabies Vaccines
  - Hepatitis Program
  - TB Medications

- Patient Assistance Program
- Family Planning
- Epilepsy
- Insulin Program
- STD Program
- ADAP Program

### The Patient Assistance Program:

With 623 applications and 183 active patients enrolled in the Patient Assistance Program, medications valued at \$268,602.09 were issued in 2011. Protocol for this program includes enrolling clients, tracking through Meddata Services, issuing original prescription and refills, and re-verification of continued client eligibility as appropriate, and inventory control.

Mobile Clinic Bus Project



DOH/DOC 340B Program

## Pharmacy Services



# Clinical Services (continued)

The Alachua County Health Department (ACHD) Low Income Pool Program (LIP) is designed to reduce avoidable use of hospital services through several strategies:

Low Income Pool (LIP) Project

**Expanded Primary Care Services:** The ACHD provides primary care to over 8,000 uninsured patients. These patients receive ongoing preventive care, screening, management of chronic conditions and urgent care in the clinic, as well as 24/7 consultation on the phone.

**Diabetes Management:** LIP funds have been used to provide education, case management and medical supplies for adults who have diabetes. The biometrics and patient reports demonstrate the program has been successful at helping patients control their blood sugar and lipids through lifestyle changes. Improved management of diabetes will result in reduced use of hospital services.

**Medicaid Outreach:** The LIP program has an onsite eligibility worker who is able to enroll eligible individuals into the Medicaid program. This avoids the requirement for people to apply for Medicaid on-line which can be a barrier for many especially elders who may be eligible but have little experience with computers.

**Targeted Interventions:** The ACHD LIP program has established a partnership with Shands Hospital and is engaged in efforts to reduce readmissions as well as use of the emergency room. Clients are referred to LIP Care Coordinators, who assist them in obtaining medical care and other resources that will help them to better manage their health-related needs. The LIP program offers immediate medical follow-up, which may shorten hospital stays and reduces the risk of readmission. In its first year, the program has enrolled 187 clients with serious medical conditions referred from hospital case managers and social workers in ongoing care coordination.

Oral Health Coalition

In 2011 the Alachua County Health Department began the Oral Health Coalition in collaboration with the UF College of Dentistry. The activities of the Coalition were partially funded through a grant from DentaQuest, a private foundation located in Boston, Massachusetts. The coalition conducted an assessment which included a review and analysis of existing data, as well as collection of new data. The data reviewed included use of emergency room services (ER use) for oral health issues and resulted in key findings including: Alachua County citizens use emergency room services at a higher rate than the remainder of the state, and; there are disparities in ER use based on race and zip code of residence. In addition to information on Alachua County, this analysis offered an assessment strategy that was emulated by the Florida Oral health Coalition.

The coalition also conducted a county wide screening of all third graders in the County. It found that 46% of third graders had at least one cavity and that 27% had a cavity at the time the screening was conducted. In some schools, children already had evidence of soft tissue pathology and as many as 19% needed urgent treatment of oral health issues. Alachua is the only county in the state that has collected county wide surveillance data.









#### **Medical Records Services Provided:**

- Maintenance of 125,000+ medical charts including onsite active records, offsite inactive records for retention up to a 7 year period. Timely destruction of obsolete records or records of deceased clients.
- Pulling and re-filing active records for use during clinic visits and charts reviews.
- Medical information release for records requested by clients and community medical partners for continuity of health care.
- Phone bank operation for switchboard, appointments, and referrals to community resources for services not provided by the ACHD.
- Completion of special documentation requests such as handicap tag applications
  and disability determination documentation. Assisting clients with Medicaid applications and operating a computer kiosk to assist with the process.

#### Front Desk-Client Intake Services Provided:

- Performing the initial and annual face-to-face financial eligibility screening to determine program eligibility for ACHD programs.
- Creating new client charts for initial visits or requesting active client charts from the medical records staff. Adding necessary forms for the type of visit.
- Registering client in the HMS client database and/or updating existing computer information at each visit. Verifying current data each visit.
- Informing clients of ACHD resources and available community resources.

#### Cashier's Office Services Provided:

- Collects account balances and insurance copays for client services.
- Completes HMS data entry for services provided daily in the clinics.
- Schedules return appointments following clinic visits.
- Provide or request Medipass authorizations with community medical partners as needed.

#### **Billing Department Services Provided:**

- Documentation review and electronic claim submission for approximately 185 client medical visits per operational day.
- Posting and encountering of all billable client services. (HMS database)
- Accounts receivable functions of posting remittance advice information to resolve claims, resubmission of denied claims and tracking A/R balances monthly.
- Mailing of all private pay client invoices on a monthly basis.

Alachua CHD
Active Clients
and Client Services
2009-2011

	2009	2010	2011
Active Medicaid clients	7,645	10,337	9,797
Active Medicare clients	2,260	1,750	1,436
Active Third party insurance clients	3,531	3,063	2,407
Total active insured clients	13,436	15,150	13,640
Grand Total active clients	27,868	33,236	21,221
Total client services	168,650	198,967	293,449

## Medical Records



# **Disease Intervention**

The Epidemiology Program identifies, assesses, and controls the presence and spread of communicable diseases. There are over 90 diseases and conditions listed as reportable and any grouping, clustering, or outbreak is acted upon immediately.

Epidemiology

The disease surveillance data is retrieved from the state databases Merlin, Prism , Charts, HMS and TIMS. Merlin is capable of generating disease frequencies and epidemiology curves by each individual county for the state of Florida.

Surveillance of reportable diseases requires data collection, tabulation, and assessment, as well as the dissemination of the resulting information. Diseases must first be reported to the local county health department for case and outbreak investigations to be carried out. This reporting is done via individuals, physicians, personnel in medical care facilities, laboratories, and other health care providers. The collection and dissemination of these data provides the framework for public health and its core mission to reduce and control communicable diseases. Once reported, action is taken to identify and contain the disease through education and assistance to the individual or group affected.

Reportable Disease Statistics 2011 Data contained in this report are provisional; diseases with 0 cases have been omitted.

Disease	2011	2010	2009	Disease	2011	2010	2009
Animal Rabies	8	10	7	Lyme Disease	2	1	2
Campylobacteriosis	22	22	21	Malaria	4	2	1
Cryptosporidiosis	14	8	13	Measles	3	0	0
Dengue Fever	0	3	1	Pertussis	7	4	9
Giardiasis	24	23	32	Pesticide related illness or injury	2	1	0
Haemophilus Influenzae	6	1	4	Rabies, possible exposure	53	58	60
Hepatitis A	2	5	6	Rocky Mountain Spotted Fever	1	3	0
Hepatitis B	10	10	9	Salmonellosis	72	64	89
Hepatitis B, Acute	2	3	1	Shigellosis	18	29	3
Hepatitis B, Chronic	82	71	59	Strep Pneumoniae, Drug-resistant	5	9	12
Hepatitis C, Acute	1	1	0	Strep Pneumoniae, Suscept	12	13	19
Hepatitis C, Chronic	413	247	230	Streptococcal disease invasive group A	5	7	3
Legionellosis	2	0	1	Varicella	12	9	31

#### Case Study – Three Confirmed Measles Cases in Alachua County

On Friday, April 8, 2011, the ACHD Epidemiology Program received a phone call from its satellite clinic reporting a call from a mother whose son had the measles. Mother reported traveling with her 16 year old daughter and 12 year old son to India from 11/10/10 - 03/31/11. She reported that her daughter, Case 1, had the measles in India. Mother was instructed to go to the ACHD Rash Room and have son evaluated for measles. Regional epidemiologist was notified. Epi staff informed the clinic supervisor and clinic staff. Preventive measures were implemented.

The family traveled to India for 3 months to attend religious festivals. The family returned to the United States on 03/31. Case 2 - the 12 year old son , started fever of  $104^{\circ}F$  on the 31st in flight back to the US. Family belongs to a religious group in Alachua and both siblings were not vaccinated .

Blood, urine, and throat specimens were obtained and sent to the state lab in Jacksonville. On Monday, April 11, the Epidemiology staff was notified by the Jacksonville lab that the measles IGM was positive. The Epi staff sent a measles alert letter to all hospitals and community providers and partners. Visit to the leader of the religious group was done and Epi staff requested that the measles notification be sent to all their members. Flight information obtained from mother. Notified Bureau of Immunizations and Duval CHD regarding the flight information. Two more names identified in the same flight from New Dehli to Chicago who lived in Alachua. Both mother and daughter were asymptomatic and determined not to be cases. All close contacts were offered measles vaccination but declined because of religious beliefs.

#### **Tuberculosis Clinic Services**

The primary service of the Alachua County Health Department Tuberculosis (TB) Clinic is to identify and treat to cure any residents that are suspected of or have active tuberculosis. This is done through a diagnostic evaluation consisting of radiographic exams, bacteriologic and symptom evaluations of those with positive tuberculin skin tests or those who have symptoms consistent with active disease.

The ACHD conducts investigation to identify those who have TB disease and to find and evaluate their contacts for latent TB infection requiring treatment to prevent progression to active TB disease. The Directly Observed (DOT) program ensures that patients with TB disease complete a prescribed regimen of medication.

Tuberculosis skin testing is also provided for residents who are seeking employment or college entry. TB Clinic staff also serve as a resource to our community by providing training to other agencies regarding tuberculosis, placement and interpretation of the tuberculin skin test and respirator fit testing.

The ACHD is a medium risk facility because it has consistently reported six or more active TB cases per year. In cohort year 2011 the ACHD reported eight active tuberculosis cases. Fifty percent (4 cases) of those cases were born in the United States and fifty percent (4cases) were foreign born .

#### Regional Tuberculosis Program (Areas 3 and 13)

The Regional Tuberculosis (TB) Program provides technical assistance to county health departments, hospitals, private health care providers, and community based organizations. This assistance involves the development of TB polices and procedures, surveillance, and TB education and training. The Regional Tuberculosis Program also provides contact investigation and the tracking of aliens and immigrants who have moved into Areas 3 and 13.

The Regional TB Program is responsible for ensuring that all TB cases are reported to the Bureau of TB and Refugee Health. The Regional TB Program works closely with the Bureau of Tuberculosis and Refugee Health, as well as with local county health department TB nurse case managers to ensure that the main priorities of the Tuberculosis prevention and control are met.

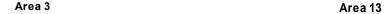
Of the two Areas covered by the Regional TB Program, Area 3 has eleven Counties (Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Putnam, Suwannee and Union Counties) and Area 13 has five counties (Citrus, Hernando, Lake, Marion and Sumter Counties).

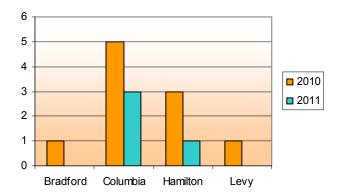
In cohort year 2011, Area 3 reported 19 active TB cases and Area 13 reported 25 active TB cases. This means that Area 3 has a 29.6% decline in TB cases compared to cohort year 2010 (27 active TB cases reported in 2010). Area 13 has a 19% increase in TB cases com-

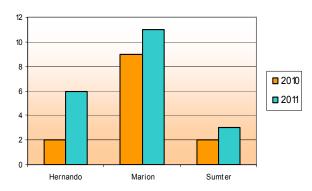
Program

Regional Tuberculosis









HIV/AIDS/STD: The Alachua County Health Department's STD, HIV/AIDS Programs helps coordinate program planning, development, and community mobilization. There are specialty subsections within the program: contracts, monitoring, minority issues, volunteer program, surveillance, contact tracing, billing, early intervention, testing (HIV, STD, and hepatitis), linkage to care, support groups for the infected/affected, a pilot program administering cost effective care to inmates in the Department of Corrections and case management in fifteen counties. These efforts include CDC approved interventions; capacity building for community based organizations, and the collection and dissemination of epidemiologic data to inform the public about trends in disease.

#### **Minority AIDS Program**

The Regional Minority Program is charged with minority community development, mobilization and providing technical assistance to provide HIV/AIDS services.

#### **Education and Prevention**

This office coordinated the development of the statewide Latino testing campaign (Latinos United, Value Life) to test 112,000 Latinos in 2012.

#### **Business Responds to AIDS**

Thirty two Alachua County businesses have partnered with the Minority AIDS program provide HIV testing, educational materials, condoms or referrals to medical services. Because they are leaders in their community, business owners are respected, and sway public opinion. This collaboration we hope will lower stigma against those with HIV. BodyTech in Gainesville has offered us space two times a month to offer HIV and STD testing at their location. They also offer condoms and educational materials to their staff and patrons.

#### Volunteers

Fifty four volunteers provided 7,132 hours to the minority AIDS Program. The Bureau of Labor statistics estimates volunteer time to be worth \$20.85 per hour. These volunteers gave the minority AIDS Program \$148,711 worth of service. These volunteers provided services ranging from testing about 1,000 residents in non-traditional locations like tattoo parlor, clubs, PRIDE center, they also coordinated mini conferences, collection drives and fundraisers to support our community partners and their efforts among incorporating HIV services and education among existing program in the community. Their support has increased awareness, prevention and access to care.

#### **Counseling and Testing**

The HIV Counseling and Testing Program allows residents to test for HIV, either anonymously or confidentially, at any of our clinic sites. Last year the program tested 6,675 people. The staff also provides technical assistance to fifteen community/faith based organizations that partner with the Department of Health to provide counseling and testing.

#### **Patient Care**

If a person tests HIV positive, the Alachua County Health Department offers HIV/AIDS specialty care clinics three days per week, in addition to our regular Primary Care clinics. Last year, our HIV/AIDS specialty clinics delivered 10,845 patient services during 3,877 clinic visits.

HIV/AIDS and STD Programs and Services





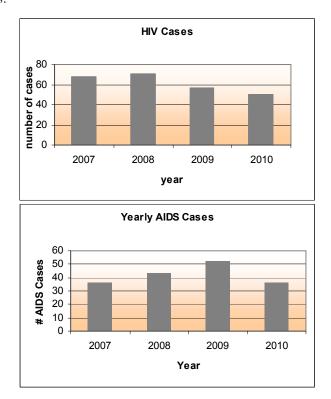
#### AIDS Drug Assistance Program (ADAP)

Should a person not be able to provide their own AIDS medications, the AIDS Drug Assistance Program (ADAP) can help. Last year 132 Alachua county residents enrolled in this program.

HIV/AIDS and STD Programs and Services (continued)

#### Case Management

The Alachua County Health Department also houses the regional federal Ryan White and the Medicaid Project AIDS Care case management programs. These programs provide assistance in arranging and paying for medical appointments, medicines, durable medical equipment, dental services, transportation, mental health services, insurance premiums, etc. In 2011 this regional program provided or arranged 20,633 services for an 855 enrolled clients.

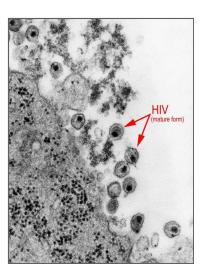


#### Surveillance

The Surveillance section has the task of tracking the epidemic and noting changes in risk populations. Last year Alachua County reported 39 new AIDS cases and 69 new HIV cases. This brings Alachua's cumulative totals to 1388 HIV and 1046 AIDS cases. Note the HIV cases were artificially high in 2007 and 2008 due to changes in the reporting system.

#### **Sexually Transmitted Disease**

The Sexually Transmitted Disease Program is charged with notifying and treating people with sexually transmitted infections. They are also charged with informing partners of people infected with a sexually transmitted infection. Last year the regional program initiated 11,032 (603 of them for HIV) field investigations. Three thousand fourteen of those were Alachua County residents.



**Immunizations** 

On the front lines of the mission of public health, the delivery of immunizations has transformed the face of health, eliminating vaccine-preventable diseases from the leading causes of death in the United States. The Immunization Program at the Alachua County Health Department provides a full range of immunization services for all ages to protect the health of all children and adults in Florida.

Immunizations for school and childcare attendance continue to be offered free of charge to children from birth through 18 years of age, through the federal Vaccines for Children [VFC] program. In FY 2011, a total of 22,271 childhood vaccines were administered through the age of 18 years. For adults 19 years and up, we administered a total of 5,615 doses of vaccine through the end of 2011.

By the close of FY 2011, ACHD had administered 11,827 doses of seasonal Flu Mist [live virus vaccine] and 1,925 doses of the inactivated seasonal Flu vaccine.

Age	Seasonal Flu FluMist	Seasonal Flu Shot	All Vaccines
Birth—5 years	1,985	142	9,587
6-19 years	9,817	121	12,684
19-49 years	25	593	2,937
50-64 years	0	524	1,495
65+ years	0	545	1,183



Foreign Travel Immunizations



The goal of the Alachua County Health Department Foreign Travel Clinic is to promote and protect the public's health by preventing travelers from contracting vaccine-preventable diseases, gastrointestinal illnesses, and/or insect-borne illnesses, and from transmitting these diseases to others upon return home. The risks that travelers face are ever changing as new diseases

emerge, and as natural disasters and increased populations contribute to health issues.

The clinic provides consultation services, following the Centers for Disease Control and Prevention (CDC) guidelines. During the consultation, a travel health specialist presents and discusses aspects of concern and hazards relative to each person's situation such as country, itinerary, length of stay, age, risk behaviors, and previous vaccine history. With each client visit, aspects of required and recommended vaccines, including contraindications and side-effects, are discussed. Education is provided about precautions for prevention of gastrointestinal and insect-borne diseases. Special situations requiring more detailed information are addressed, such as pregnancy, traveling with children, or chronic health issues. Appropriate vaccines are then administered and fees are charged for the consultation and for each vaccine administered. While the majority of clients are local residents, services have been provided to residents of more than 75% of Florida's counties, several states, and other countries.

The ACHD Foreign Travel Clinic is a certified Yellow Fever Vaccine Site listed on the CDC website. The supervising practitioner recently earned a Certificate in Travel Health, securing our clinic a listing in the Global Travel Clinic Directory of the International Society of Travel Medicine.



# **Planning**



In the interest of public health preparedness, the Planning department is responsible for ensuring the ACHD has plans in both written and electronic format for any natural or man-made disaster or epidemic that may affect our county. This would include, but is not limited to hurricanes, bio-terrorism, influenza pandemic, and other natural or man-made disasters. Per state statutes, all local Comprehensive Emergency Management Plans (CEMPs) from local home health agencies, nurse registries, Hospices, and durable medical equipment facilities are submitted to the Planning department for review and verification of compliance with state statutes.

In addition, the planning department serves as organizational headquarters of the Alachua County Medical Reserve Corps (MRC). The MRC is a cadre of local volunteers, predominately from the medical field, equipped and ready to assist in the event of disaster. Functions of the MRC include recruiting, training, equipping and credentialing volunteers.

Members of the Planning department represent the ACHD in their efforts to build community partnerships and strengthen Alachua County's ability to respond to disasters. These partnerships have resulted in a stronger community wide organizational readiness for Alachua County.

 Maintained readiness through self analysis, training and exercising of personnel. Readiness and Response

- National Incident Management System compliant-all personnel receive ICS 100 and NIMS 700 courses.
- ACHD hosts the Alachua Area Medical Reserve Corps (MRC). The MRC has
  increased its membership to over 160 members. Primarily Doctors and nurses
  on ready reserve to respond to a public health emergency in Alachua County.
- Conducted several trainings and exercises to ensure our cadre of MRC members are ready to respond if/when the need arises.
- Completed a total re-write of Alachua County's Emergency Operations Plan and annexes.
- Received National Recognition as a Project Public Health Ready Health Department.
- Much of our new Emergency Operations Plan was adopted as a national best practice by the National Association of City and County Health officers (NACCHO).
- Active participant in the AC emergency management community.
- Restructured and inventoried local and regional emergency response equipment and supplies into functional caches. Gaps were identified and filled which resulted in a more efficient and timely response capability.
- Identified and filled equipment and supply gaps in our special needs shelter operations. Example—purchased 5 new oxygen concentrators providing a more practical and mobile source of 02 which benefits our staff and clients.
- Working with the Red Cross to proactively prepare for new sheltering requirements as set forth under the Functional Needs Support Services guidelines.
- Active members of the Post Disaster Redevelopment Committee.
- Actively involved with the Alachua County Hospital planning team.



# **Environmental Health**

The Environmental Health Section at the Alachua County Health Department employs 11 full time who perform services in 16 programs covering up to 12 counties. Environmental Health also maintains a NELAC certified bacteriological water lab and employs two certified lead inspectors as a part of the Childhood Lead Poisoning Prevention Program.

Community Health Services				
Biomedical Waste	1,056			
Body Piercing	58			
Food Hygiene	1,062			
Group Care	434			
Mobile /RV Parks	130			
Public Swimming Pools	1,307			
Tanning	214			
Migrant Labor Camps	5			
TOTAL SERVICES	4,266			

## **Summer Food Program**

As a part of the Summer Food Program, 84 inspections were conducted at 61 sites.

Childhood Lead Services—26

<b>Drinking Water Services</b>		
Groundwater & Well Surveillance	1,063	
Limited Use Public Wells	381	
Private Drinking Water Wells	126	
TOTAL SERVICES	1,570	

Basic sanitation is a primary public health function and vitally important to the health and safety of all Floridians. Protecting the health of our families and all citizens in Florida is the primary, positive result from properly designed, installed, and maintained onsite sewage systems. The onsite sewage treatment and disposal program requires close coordination with local building departments and contractors. County-level offices and staff provide for cost-effective service to the public. Florida's program is nationally recognized by the US EPA as a leader in onsite sewage program management and research.

<b>OSTDS Applications</b>				
Alachua County 2011				
New	113			
Repair	283			
Modification	31			
Existing	57			
Abandonment	20			
TOTAL SERVICES 2,254				

On-site Sewage Treatment and Disposal Services (OSTDS)

Services 2011

In 2011, The Environmental Health Section took an active role in many community health presentations:

Public Education and Outreach

- Koppers Superfund Site Open House
- The Stephen Foster Neighborhood
- Alachua County's Arbovirus Surveillance Program
- Healthy Classroom Habits
- Biosolids Land Application

#### **Development Review Services**

Development plans are reviewed by Environmental Health staff providing professional comments and recommendations for the Alachua County Office of Growth Management for inclusion in the DRC staff reports.



Environmental Health maintains a NELAC certified bacteriological water lab. The following is a breakdown of the various sample sources:

Microbiology Water Lab

Private Well Analysis – 667 Limited Use Sample Analysis - 437 FSDWA Sample Analysis – 955

## Environmental Health (continued)

#### **Rabies Surveillance**

Rabies is one of the most feared zoonoses because, untreated, it nearly always results in fatal, acute encephalitis. This disease can be transmitted to humans when the virus is introduced into an open wound or abrasion of the skin or mucous membranes following

exposure to the saliva of a rabid animal.

#### Did You Know?...

- Each year, over 500 Floridians are hospitalized due to injuries from dog bites?
- Each year, an average of 2 Floridians die from injuries due to dog bites?
- Children between 1 and 9 years of age are at the highest risk for dog bites, with boys in this age group at a higher risk than girls?
- Children under 10 years of age are more likely to be bitten on the head or neck than other age groups?

From www.floridashealth.com 2010

Alachua County Rabies Tests 2011					
Species	Tested	#Poz			
Dog	13	0			
Cat	28	1			
Fox	7	0			
Horses	5	0			
Raccoon	43	4			
Panthers	8	0			
Bat	11	3			
Goats	3	0			
1 each: wolf hybrid, ferret, cow,					
alpaca, bear, coyote, skunk, zebra					
Total 128					

# Environmental Surveillance



#### **Arbovirus Surveillance**

Arbovirus is short for arthropod-borne virus. In the United States, arboviruses are spread mainly by mosquitoes. Birds are often the source of infection for mosquitoes, which can then transmit the infection to horses, other animals, and people.

Arboviruses can cause life-threatening infections, including Eastern Equine Encephalitis, Yellow Fever, and Dengue Fever. (Directors of Health Education and Promotion)

### **Arbovirus Activity 2011**

- 8 citizen complaints
- 1,460 assessments conducted at 272 county maintained retention basins, 36 treated with larvicide
- 628 sentinel chicken samples collected at 6 flocks:
- 0 chickens EEE positive
- 0 chickens WNV positive
- 0 humans EEE or WNV positive

### **Sanitary Nuisance Response**

2011 Sanitary nuisance complaint and investigations ~ 281

#### **Division of Environmental Health Evaluation Results**

Every three years, the department is audited and evaluated by the state Division of Environmental Health. The most recent evaluation produced the following scores:

Community EH (January 2011)		Water Programs (December 2011)		
Biomedical Waste	98%	Drinking Water	85.8%	
Body Piercing	99%	Swimming Pools	91.9%	
Food Hygiene	90%	-		
Group Care	95%	Well Surveillance (November 2011)	99.6%	
Mobile Home Parks	95%			
Tanning	93%	OSTDS (evaluated 2009)	94%	

# Preventive Programs

At the heart of the Alachua County Health Department, the preventive programs address health issues in the community before they become medical problems. Dedicated and creative staff find a variety of ways to reach individuals and groups at risk, bringing positive and self-perpetuating change with far-reaching affects.

The Florida Breast and Cervical Cancer Early Detection Program (formerly the Believe in Miracles Program) is providing many women in Florida with breast and cervical screening services that include a mammogram, breast ultrasound (if necessary), pelvic exam, pap exam and, when indicated, surgical consultations and surgical biopsies. Referral to the program is made as indicated by abnormal results in a clinical exam. If a cancer diagnosis is made after further screening, Medicaid works with the client to provide recommended treatment.

In order to qualify for the program, the applicant must be between 50 and 64 years of age. However, the program also assists financially qualified women between 40 and 49 years with abnormal clinical breast exam results. In either case, the potential client must be a U.S. citizen, a Florida resident, and have no insurance with an income less 200% of the U.S. poverty level.

The Florida Breast and Cervical Cancer Early Detection Program is one way that Florida residents can access the diagnostic screening and follow-up care they need in order to sustain quality of life while preventing unnecessary medical costs.

Healthy Start is a voluntary program which is designed to ensure that pregnant women and young children from birth to three years have access to health care and other services that promote good pregnancy outcomes and improve infant mortality rates. The Healthy Start Program located at the Alachua County Health Department serves all citizens of Alachua County and is administered through the North Central Healthy Start Coalition of Florida. All pregnant women and infants and young children are eligible for services. There are no financial requirements and there is no fee for any service.

All pregnant women in the State of Florida receive a Healthy Start Screening when they enter into prenatal care. Infants are screened at birth by the hospital staff or midwives. The screens identify risk factors that are scored based on statistical evidence of risk to the pregnant woman or infant. The health practitioner can then determine if the woman or infant should be referred for Healthy Start services. Clients can also self-refer or referrals can be made by other community agencies.

Once the client has agreed to be enrolled in Healthy Start there are many services available to them. These include:

- Home visits by an RN, social worker, health educator or family support worker.
- A variety of health information: parenting, self-care during pregnancy, infant care, breastfeeding, smoking cessation, birth control, nutrition and exercise.
- Referral to other community agencies for infant supplies and services.
- Psycho-social counseling.
- Childbirth education classes which are offered in group classes and on an individual basis.
- Support during a stressful time of change for a woman and her family.

Early Detection Program

	2011
Services 2011 C	lients
Mammograms	148
PAP tests	97
CBE	97

Healthy Start



201

•		2011
Prenatal Contract Performance	No.	%
Prenatal screens processed	2,658	98.34
Women with + screen	779	34.02
Women referred for other reasons	501	21.88
Total who received services	1,493	100.00
Infant Contract Performance	No.	%
Infant Contract Performance Infant screens processed	<b>No.</b> 2,626	% 97.15
Infant screens processed	2,626	97.15

## Preventive Programs (continued)

MomCare is a Medicaid-funded program authorized by a special waiver from the federal government. The Alachua County Health Department MomCare program assists clients in a twelve county area of north central Florida: Alachua, Union, Gilchrist, Marion, Columbia, Putnam, Levy, Bradford, Hamilton, Lafayette, Dixie and Suwannee counties. Clients become eligible for MomCare services when they are approved for the SOBRA

Mom Care

Medicaid coverage for pregnancy. MomCare works to improve pregnancy outcomes by offering the following services:

- A Maternity Care Advisor for each client to assist her throughout her pregnancy.
- Assistance in choosing and accessing a prenatal care provider.
- Healthy Start referral for services for high risk women.
- Information on available community resources for the pregnant woman and her infant.
- Assistance with resolving problems with access to prenatal care.

<b>Prenatal Contract Performance</b>	No.	%
Received an attempt to contact within 5 working days of referral	1,532	99.80
Successfully contacted	1,423	92.70
Enrolled with prenatal care provider within 30 days	1,501	97.79
Facilitated WIC	1,417	99.58
Chose not to participate in MomCare	6	0.42
Referred to Health Start	1,392	97.82



In accordance with the School Health Services Program, ACHD partners each year with the county school district to provide preventive health care to all students K-12. For the academic year of 2010-2011, ACHD had the specific responsibility of serving selected elementary, middle and high schools in Alachua County, a total of 14 schools. Basic services provided included health appraisals, nutritional assessments, record reviews, grade appropriate screening for vision, hearing, development, and scoliosis, provision of non-emergent and emergency health services, development and delivery of health education curriculum, and parent and teacher consultation.

All 14 schools, designated as Comprehensive, required expanded nursing services including screening for risk factors, care

for chronic health conditions, mental health assessment, and expanded health education. Two of the high schools served were designated as Full Service, indicating high numbers of medically underserved, high-risk students.

Nursing staff at these schools formed partnerships with community-based service providers who donated counseling and support services to the youth and their families. During

the 2010-2011 school year, the ACHD School Health team partnered with University of Florida, community partners, and the local school district to administer Seasonal FluMist to all eligible children in the county. This was followed by an H1N1 vaccination campaign of equal scope. Up to 70% of school-aged children in Alachua County received FluMist vaccine during the 2010-2011 influenza season. An additional FluMist vaccine initiative was executed during the months of September through December of the 2010-2011 school year.

In the 14 schools served, 16 nursing staff helped provide approximately 50,000 clinic services to the more than 27,000 total student enrollment in the public schools during the academic year of 2010-2011. Of these student visits to the school clinics,77% (38,477 out of 49,959) had their issues resolved and were returned to class.



School Health

# Preventive Programs (continued)

The Alachua County Health Department has three distinct programs to address health promotion. These innovative programs include: Tobacco Free Alachua, the Young Adult Tobacco Cessation Program, and the CHOICES Health Education and Wellness Program. All of these programs are funded through external grants and contracts.

Health Promotion and Disease Prevention

#### **Tobacco Free Alachua**

The Alachua County Health Department received state funding in July 2009 to continue the comprehensive tobacco prevention and control program for three years. The program's emphasis is aimed toward achieving community-level policy and systems changes using the CDC Best Practice approach to establish a stand-alone community partnership which fosters collaborative initiatives to develop and promote tobacco-control policies that will: 1) decrease minor's access to tobacco, 2) reduce tobacco industry influence, and 3) reduce exposure to secondhand smoke.

#### 2011 Accomplishments:

- Assisted the City of Gainesville in the development and evaluation of smoke-free signage for eight city parks. Signage was posted as a pilot program in city parks during the summer of 2011, which created a total of over 240 acres of smoke-free parks.
- Created a policy with the Division of Alcoholic Beverages and Tobacco to increase the number of retail tobacco sales law compliance checks (preventing the sale of tobacco to minors) conducted by law enforcement agents by up to 125 between April 1, 2011 and June 30, 2011.
- Facilitated the adoption of a resolution by the City of Gainesville Commissioners urging the Florida Legislature to restore local control of clean air regulation. The resolution was adopted unanimously on January 5, 2012.
- Partnered with the Collegiate Health Service Corps (CHSC) program at the University
  of Florida to utilize college students to conduct and collect observational surveillance
  data on the tobacco advertisements posted on the exterior of convenience stores and
  other tobacco retail establishments.
- Empowered a SWAT youth to take a leadership role in the state Youth Advocacy Board.
- On March 23, 2011 (Kick Butts Day), Tobacco Free Alachua hosted "Sweet Deception," an art and research showcase with over 100 residents and local policy decision makers in attendance. This event was the culmination of a community research project between the Alachua County Health Department and the University of Florida, in which high school youth from local Students Working Against Tobacco (SWAT) chapters documented through photography and interviews how the tobacco industry's use of candy-flavors appears to market their products to youth and young adults in the community.

### The Young Adult Smoking Cessation Program

The Young Adult Smoking Cessation Program is a multi-site research study being conducted both here at the Alachua County Health Department under the direction of Dr. Steven Pokorny, and also at the Mayo Clinic in Jacksonville under Dr. Steven Ames. The study is testing the effectiveness of a novel, integrated smoking cessation and binge drinking intervention in a sample of 170 young adults aged 18-30. The study will assess whether interventions that treat both tobacco addiction and binge drinking result in higher cessation success rates and sustainability compared to programs that only treat tobacco addiction. Individuals enrolled in the program receive free smoking cessation counseling and nicotine replacement therapy (i.e., nicotine patches).

(Continued on page 19)



# Preventive Programs (continued)

(Continued from page 18) Half of the participants are randomly selected to receive counseling about binge drinking during their smoking cessation sessions. In addition to earned and paid media advertising, recruitment materials have been distributed through local businesses and organizations. In addition, an active intercept sampling strategy is used to enroll participants into the study, which involves approaching smokers at night in the Gainesville area bar districts. Participants who meet the inclusion criterion and enroll in the research study are compensated for their time.

Health Promotion and Disease Prevention (continued)

#### 2011 Accomplishments:

- A total of 105 individuals were prescreened by telephone regarding inclusion criteria.
- A total of 48 baseline assessments were completed for individuals who met the screening inclusion criteria.
- A total of 37 individuals met the baseline inclusion criteria and were enrolled into the study reflecting a 77% inclusion rate.
- To date, a total of 11 individuals have completed their assigned cessation treatment protocol.
- Of the individuals who completed the cessation program, 63.6% had confirmed to-bacco abstinence (no use in the past 7 days) at 3 months during the follow-up period.

## **CHOICES Health Education and Wellness Program**

The CHOICES Health Education and Wellness Program (CHEWP) was designed to address the most common preventable chronic diseases affecting Alachua County residents. The program utilizes evidence-based and best practice approaches for health promotion and disease prevention, and is focused on changing three key behaviors: 1) increasing physical activity, 2) improving dietary intake, and 3) eliminating tobacco use. The program uses a variety of empirical and best practice strategies (community-based group fitness classes, smoking cessation classes, electronic education, community education, worksite wellness, a youth-based series, a faith-based series, and community health promotion events) to change these behaviors and is available free of charge to all Alachua County residents.



We Care provides volunteer healthcare services to uninsured residents with low income. This program is a community-based partnership of public and private healthcare institutions in the region. The Alachua County Health Department is a vital collaborator in this project; providing administrative overview, offices, staffing, and operational guidelines. Through We Care, eligible participants receive necessary medical and dental services

#### • Healthcare referral requests January – December 2011: 2,102

from volunteer physicians, dentists, hospitals, and ancillary providers.

- completed 87 referrals for surgical intervention (women's breast health, hernia repair)
- completed 50 referrals for comprehensive cardiac evaluations
- completed 33 referrals for gastroenterology care
- completed 160 referrals for primary medical services
- completed 172 referrals for oral health services (services include dental hygiene, fillings, extractions, some root canals and tooth replacement)
- Total value of services provided in 2011 exceeds \$4.3 million
- Value of healthcare services provided since April 1990 through We Care volunteers is over 60 million dollars.

We Care Network



# **Administrative Services**

The Administrative Services functions include Fiscal, Budget, General Services, and Vital Statistics. Our fiscal office is set up as a "Consortium" in that we perform fiscal functions for not only the Alachua County Health Department but also for surrounding county health departments to achieve savings through economies of scale.

The Alachua County Health Department annual budget for the past year was just under \$16,000,000 dollars. The funding for the Alachua County Health Department includes the State of Florida general revenue, Other State Funds, Federal Grants, Local Grants and Agreements, and an annual contribution from the Alachua County Board of County Commissioners. In addition, revenue is earned from Medicaid, Medicare, Third Party insurance, and clinic fees billed and collected for medical clinic operations. Also, the

Budget and Finance

Health Department earns funds from Environmental Health permits and services and Vital Statistics sales of birth and death certificates. The Health Department internal departmental budgets are developed to facilitate the delivery of the various services and programs including direct medical services, disease control, community health, environmental health, pharmacy, immunizations, vital statistics, bioterrorism preparedness, school health, and administration.

The Alachua County Health Department Fiscal section, Human Resources, Information Technology, and legal are part of the North Central Florida Consortium made up of eleven counties in our surrounding area. Functions performed as lead county include processing invoices for payment, IT support, personnel requirements, and legal duties for participating counties while sharing the cost of expenses and staff.

REVENUE	
Federal Funds	\$1,413,805
Other State Funds	\$471,575
General Revenue	\$4,829,000
Medicaid	\$1,933,049
Medicare	\$116,938
Environmental Health	\$389,035
Third Party	\$199,080
Clinic Fees	\$464,075
Vital Statistics	\$367,764
County Contribution	\$909,875
Local Grants	\$4,649,177
Interest	\$10,448
TOTAL	\$15,753,821

EXPENSE	
Direct Services	\$4,998,289
Disease Control	\$3,213,221
Community Health	\$2,069,258
Environmental Health	\$894,654
Pharmacy	\$111,897
Immunizations	\$1,174,164
Vital Statistics	\$199,767
Preparedness	\$263,244
School Health	\$882,403
Administration	\$2,490,661
TOTAL	\$16,297,558

The General Services functions include purchasing, contract administration, warehouse management, shipping and receiving, facilities maintenance, and janitorial services.

When possible, the purchasing section procures commodities and services from State contracts that have been bid out in advance by headquarters staff in Tallahassee. If there is not already a state contract in place then services and commodities are procured per the Department of Health policies and Procedures and Florida Statutes.

Some medical procedures that are not done on site must be procured using a contract. The contract managers put these contracts in place and conduct administrative and programmatic monitoring to ensure that services are rendered as per the terms and conditions of the contract.

The health department has a dedicated receiving area for delivery of equipment, office, and medical supplies. The storekeeper maintains a computerized software program to manage the medical and office supplies ensuring that new stock is ordered and received timely.

The facilities are maintained by Alachua County maintenance staff with help from the County maintenance staff. Janitorial employees of the health department maintain the cleanliness of the building during the week. The maintenance staff help maintain the vehicle fleet that is used for inspections, training travel, disease surveillance, home visits, maintenance, and purchasing.



**General Services** 

## Administrative Services (continued)

The Alachua CHD Information Technology department provides technical assistance and support to eleven counties in the North Central Florida IT Consortium. These counties include: Alachua, Columbia, Hamilton, Bradford, Union, Levy, Dixie, Gilchrist, Lafayette, Suwannee and Putnam. Of the ten staff positions, five are funded by ACHD and five are funded by the Consortium. Support is administered through telephone, remote access and site visits. In 2011, an average of 30 Help Tickets per day was received by the IT Department. In total, the department processed 6,200 support calls, and 7,378 Help Tickets were completed.

## Information Technology



#### **Projects for 2011:**

- Enhancements within the Health Management System (HMS) including Single Sign On
- New modules and components to facilitate Electronic Health Records (EHR)
- Development of "Hot Keys", a programmable GUI application which assists to standardize and accelerate entries of client information and clinical notes within HMS

The Vital Statistics Department at the Alachua County Health Department is the repository for all birth, death and fetal death records in Alachua County. Florida birth records are available at the health department from 1930 to present. Death and fetal death records are available from 2000-present for deaths that occurred in Alachua County. Records prior to 2000 can be obtained from the Bureau of Vital Statistics located in Jacksonville, Florida. The implementation of the EBRS (Electronic Birth Registration System) in delivery facilities drastically reduced the "paper trail" on birth records. Birth records are electronically submitted directly to the Bureau of Vital Statistics allowing parents to request certified copies of birth certificates the same day the birth occurs.

In May, 2011, the first death records were entered into the EDRS (Electronic Death Registration System). This project has been in the works for several years and is now becoming a reality. In the future, there will be no more paper records and the funeral homes/direct disposers will no longer wait in a physician's offices for the completion of a death record. The online system will also result in fewer errors. The EDRS system is the same premise as the EBRS system enabling clients to purchase certified copies of death records for deaths occurring in the state of Florida. Training will be hosted by the Alachua County Health Department for District 8 (Alachua, Baker, Bradford, Gilchrist, levy and Union counties) April 3-5, 2012 It is projected that the EDRS will be statewide by the end of 2012.

#### **Satellite Offices**

The satellite office located in the city of Alachua has continued to increase in the number of birth certificates issued. In 2010, 385 birth certificates were issued to clients. In 2011, 933 birth certificates were issued. When EDRS becomes electronic, the Alachua clinic will begin issuing certified copies of death certificates providing easier accessibility to the citizens in the outlying areas of Alachua County.

## **Vital Statistics**

2010 Registered Statistics		
Deaths	2,964	
Fetal Deaths	56	
Births	96*	
Copies purchased (G'ville)		
Deaths/Fetal Death	22,729	
Births	11,914	
Alachua Clinic (Birth)	933	

\*Does not reflect actual birth rate for Alachua County. (See EBRS information).









# Administrative Services (continued)

The Human Resources department is committed to serving ACHD employees, as well as the health department employees of the North Central Florida consortium. Counties serviced include Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Levy, Putnam, Suwannee, and Union.

**Human Resources** 

All HR activities and functions are prioritized to help support the following needs or functions of each county serviced: Labor Relations, Performance Standards, Recruitment/Classification, Retirement, Payroll and Benefits, and Workers Compensation. Each member of the HR department has been trained globally in each of these areas, but also has a specialty and the ability to assist all counties.

#### **Human Resources Body of Knowledge**

The ACHD HR office has a broad body of knowledge and provides assistance, guidance and ensures compliances (both state and federal) in the following areas: Performance Standards and Improvement Plans, Recruitment/Classification, Retirement (including DROP), Payroll and Benefits.

#### **Labor Relations**

One staff member specializes in training and labor relations. Labor relations is the daily function that provides assistance and guidance to supervisors, managers, and employees in the following areas: FMLA, Workers Compensation, Discipline, Grievances, Public Records Requests, and Unemployment Compensation.

#### **Training and Development**

As the central servicing HR office for the consortium, the ACHD HR team is responsible for ensuring that training requirements for both state and federal level are met. This entails not only creating training material that meets appointed criteria, but also delivering the material in an effective manner.

Annual trainings for supervisors and management include, but are not limited to the following classes: Leadership, Management, FMLA, EEO/ADA, Discipline, and Recruitment.

#### **Technical Skills and Performance**

While the ACHD HR trainings are primarily for counties of the consortium, local CMS (Gainesville and Ocala) and other counties outside the consortium also attend the trainings provided. Additional training classes can be provided to counties upon request and can be customized.

In 2010, the implementation of the teleconferencing video system has made all training provided by ACHD more accessible to all counties, without the expense of travel for employees. This is being utilized by all CHD and CMS office in the region and the consortium.

#### 2011 Accomplishments:

• The HR department was faced with several challenges in 2011 and met each one with professionalism and efficiency. The challenges included assisting two counties with significant workforce reductions, staffing changes, and internal HR structure changes. The HR team maintained a positive outlook and, with a willingness to learn new things, expanded their knowledge through cross-training. Throughout, staff maintained the outstanding level of service to their consortium that has been this department's hallmark for over 14 years.



## Administrative Services (continued)



The Alachua County Health Department conference center seats up to 112 people auditorium style (chairs only), or 50 people classroom style (tables and chairs). The main room can be partitioned into three smaller units to accommodate simultaneous events. It is equipped with built-in projection and audio, as well as a digital recordable teleconferencing on the DOH network.

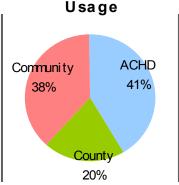
In 2011, ACHD hosted more than 450 training events and community meetings, totaling over 1,160

hours. While 41% of the 2011 events targeted ACHD or Alachua County employees, the remaining 38% of activity was generated and/or staffed by ACHD staff to benefit the community through trainings, local government meetings and trainings, and community groups.

ACHD conference room staff continue to coordinate the reservation schedule and provided technical assistance, rendering the conference center a meeting place highly valued by an active local government and community.

## Conference Center

## Conference Center



Student Placement



Each semester, Alachua County Health Department is host to students completing residencies, internships, and practicum in a variety of disciplines. Affiliation agreements are held with the University of Florida, University of Central Florida, Florida State University, University of South Florida, University of North Florida, Nova University, University of South Alabama, Santa Fe College, City College of Gainesville, Job Corps, University of Cincinnati, Taylor College. Walden University and City College.

In 2011, a total of over 12,000 hours were logged. We had Physician Assistant students, Medical Residents and other students in the Masters of Public

Health (MPH), Medical, Nursing, Health Education and Behavior, Emergency Medical Technicians, Youth and Family, and Health Care Administration.

The staff of ACHD values the opportunity to contribute to the future of Public Health through mentoring the students. In turn, the students bring current information and fresh ideas to their assigned programs, and contribute valued assistance with lasting benefits to the health department and its community.

With a commitment to quality improvement, continuing education is made available to staff and community partners in a variety of formats. Classroom training, webcasts and video conference formats are used to bring the latest updates and best practices to staff members at no charge. Continuing education credits are offered when available, and recorded in CE Broker. CE courses of 2011 included

- HIV/AIDS 500-501
- Basic Life Support for Healthcare Providers
- Child Abuse and Human Trafficking
- TB Awareness and TST
- Epidemiology and Prevention of Vaccine Preventable Diseases
- Contraceptive Update
- Hepatitis C Treatment Update



Continuing Education

# **Our Community Partners**

ACORN Clinic

African American Accountability Alliance

AIDS Education and Training Center

Alachua County Animal Control

Alachua County Codes Enforcement and Building Department

Alachua County Growth Management

Alachua County Environmental Protection Department

The Alachua County Junior League

Alachua County Area Pediatricians

Alachua County Dental Association

Alachua County Emergency Operations Center

Alachua County Jail

Alachua County Medical Society

Alachua County Office of Community

Support Services

Alachua County School Board

Alachua County School Health Advisory Committee

Alachua/Bradford County Florida KidCare Coalition

American Medical Association—Medical Student Section

American Medial Association—Physician Assistant Student Association

Archer Family Healthcare

AvMed

Child Abuse Prevention Task Force

Department of Children and Families

Family Practice Medical Group

Florida Department of Corrections

Gainesville Community Ministries

Gainesville Fire Rescue Training Bureau

Greater Gainesville Black Nurses Association

Gainesville Regional Utilities

Healthy Start Coalition

Helping Hands Clinic

Invision

North Florida Regional Medical Center

North Florida Surgical Pavilion

Palm Medical

**PRIDE** 

Renaissance Printing

Santa Fe College

Shands Healthcare

Suwannee River Area Health Education Center

University of Florida Center of Diabetes Excellence

University of Florida Emerging Pathogens Institute

University of Florida College of Dentistry

University of Florida College of Medicine Equal Access Clinic

University of Florida College of Public Health

The United Way

University of Florida Veteran's Administration Hospital

WellFlorida

## The Public Health Mission, Vision, and Values

#### **Mission**

To protect and promote the health of all residents and visitors in the state through organized state and community efforts, including cooperative agreements with counties.

#### Vision

A healthier future for the people of Florida

#### **Values**

**Excellence:** We achieve and maintain quality results and outcomes through continuous performance improvement and learning.

**Commitment to Service:** We dedicate ourselves to provide services unconditionally and without partiality.

**Accountability:** We take full responsibility for our behavior and performance.

**Empowerment:** We create a culture that encourages people to exercise their judgment and initiative in pursuit of organizational goals.

**Integrity:** Our guide for actions--which incorporates our commitment to honesty, fairness, loyalty and trustworthiness--is in the best interests of our customers and employees.

**Respect:** We recognize and honor the contributions of one another in our daily activities and create an environment where diversity is appreciated and encouraged.

**Teamwork:** We encourage active collaboration to solve problems, make decisions, and achieve common goals.

#### The Public Health Essential Services

- 1. **Monitor** health status to identify community health problems.
- 2. Diagnose and investigate health problems and health hazards in the community.
- 3. **Inform, educate, and empower** people about health issues.
- 4. **Mobilize** community partnerships to identify and solve health problems.
- 5. **Develop policies and plans** that support individual and community health efforts.
- 6. **Enforce** laws and regulations that protect health and ensure safety.
- 7. **Link** people to needed personal health services and assure the provision of health care when otherwise unavailable.
- 8. **Assure** a competent public health and personal healthcare workforce.
- 9. **Evaluate** effectiveness, accessibility, and quality of personal and population-based health services.
- 10. **Research** for new insights and innovative solutions to health problems.



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